



YeBoneer Teampact Frequently Asked Questions

Q) I cannot sign-in to teampact

- A) Please check that the email-password combination you are using is correct. The password must be YeBo123! With the Y and B in capital letters.
- B) Also, check that you have a stable connection to the internet. Social media data packages will not work for teampact.
- C) Double check if your account has been added on teampact by the data team.

Q) My Session disappeared after I checked in in the morning.

A)

Q) My number of combined sessions are not similar to the amount of sessions I was present that day (the amount of sessions are less).

A)

Q) My Teampact App is showing the Participants Changes text dialog.

- A) Logout and sign-in again on Teampact
- B)

Q) My loaded learners not showing or are disappearing on Teampact.

- C) if other YeBoneers can view the new learners, it means that they were loaded successfully to the shared group. Assuming they are in the same group or school.
- D) On learners not appearing, start by syncing after loading learners and checking again.
- E) If that does not work, try re-installing the app and loading the learners again.

Q) My on-site check-in images not showing on Teampact .

- F) On your device you need to allow teampact to take pictures and make sure your device has enough free space.

Q) My Teampact app screen is loading infinitely/syncing loop.

A)YeBoneer should screen record what is happening and escalate the issue

Q)YeBoneer has accidentally checked out early, what should they do?

A)YeBoneer should check out again at the site.

Q)

A)